



What a negative customer experience can cost your business. 7



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MATT BURKE, SPORTS EDITOR

but what the Red Sox are doing right now is awesome to watch. They have, arguably, the best two offensive players in the game right now in Mookie Betts and JD Martinez. And then there is Chris Sale — the most dominant Red Sox pitcher since Pedro Martinez. Sale was back on the hill for the Sox Sunday in Baltimore after a minor shoulder injury and he looked as good as ever striking out 12 Orioles batters and allowing just

one hit. For more on Sale

and the Red Sox, please see

The other shoe may drop in October

WHITE NATIONALIST RALLY OMAROSA RELEASES IN WASHINGTON SPUTTERS

A white nationalist rally in the heart of Washington drew around 20 demonstrators and hundreds of chanting counterprotesters on Sunday, the one-year anniversary of racially charged violence in Charlottesville, Virginia. A large police presence kept the two sides separated in Lafayette Square, in front of the White House. After roughly two hours and a few speeches, the "Unite the Right 2" rally ended early when it began to rain and two police vans escorted the demonstrators back to Virginia. Sunday's events, while tense at times, were a

far cry from the street brawls that broke out in downtown Charlottesville a year ago, when a local woman was killed by a man who drove his car into a crowd of counterprotesters. "Unite the Right 2" had been denied a permit in Charlottesville this year, but did secure one for Washington. Organizers planned for up to 400 protesters. At the head of the white nationalist group was Virginia activist Jason Kessler, who helped organize last year's event in Charlottesville. He emerged with a handful of fellow demonstrators from a subway station holding an American flag.

WHITE HOUSE RECORDING

Former White House aide and reality television participant Omarosa Manigault Newman played a recording in a TV interview on Sunday of her dismissal and indicated she had other recordings from her time in the Trump administration. "I have to protect myself and I have no regret about it," Omarosa said on NBC's "Meet the Press." Omarosa left the White House in December and Sunday's interview coincided with the release of her book, "Unhinged: An Insider Account of the Trump White House," detailing her time there. On the recording, White House

Chief of Staff John Kelly can be heard talking to Omarosa in the Situation Room. "We want to talk to you about leaving the White House," Kelly said, as he cited integrity issues for her leaving. "It's important to understand that if we make this a friendly departure ... you can go on without any type of difficulty in the future relative to your reputation." When asked on "Meet the Press" how often she made recordings during her time working for President Donald Trump, Omarosa said: "This is a White House where everybody lies ... you have to have your own



ALLEGED SEATTLE PLANE THIEF WAS 'ADVENTURER'

The airline worker who stole an empty airplane from a Seattle airport on a flight that ended in his death once ran a bakery with his wife and enjoyed the benefits that came with his job to travel the world, social media posts showed. Richard Russell, who liked to be called Beebo, was a 29-year-old man living in Sumner, Washington, who was born in Key West, Florida, and moved to Wasilla, Alaska, when he was 7 years old, according to a web page he set up for a college communications class. He has not been officially named by authorities, but his

family and multiple news media outlets have reported his identity. Russell worked for Horizon Airlines, a sister carrier of Alaska Airlines [ALKAIR.UL], as a ground service agent who helped baggage handlers and was part of Horizon's tow team, which moved planes around on the tarmac. It was a job that gave him the perk of "being able to fly to Alaska at my leisure," he wrote on the page. In a video posted on YouTube last December, Russell shows luggage coming off and being loaded onto aircraft. and describes what the life of a ground service agent can entail.

US HOUSE CANDIDATES VULNERABLE TO HACKS

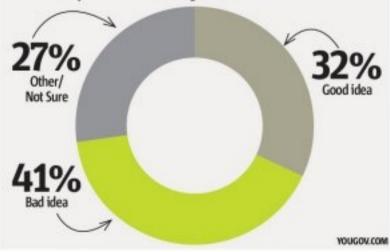
Three of every 10 Candidates running for the U.S. House of Representatives have significant security problems with their websites, according to a new study by independent researchers that underscores the threat hackers pose to the November elections. The research was due to be unveiled on Sunday at the annual Def Con security conference in Las Vegas, where some attendees have spent three days hacking into voting machines to highlight vulnerabilities in technology running polling operations. A team of four independent researchers

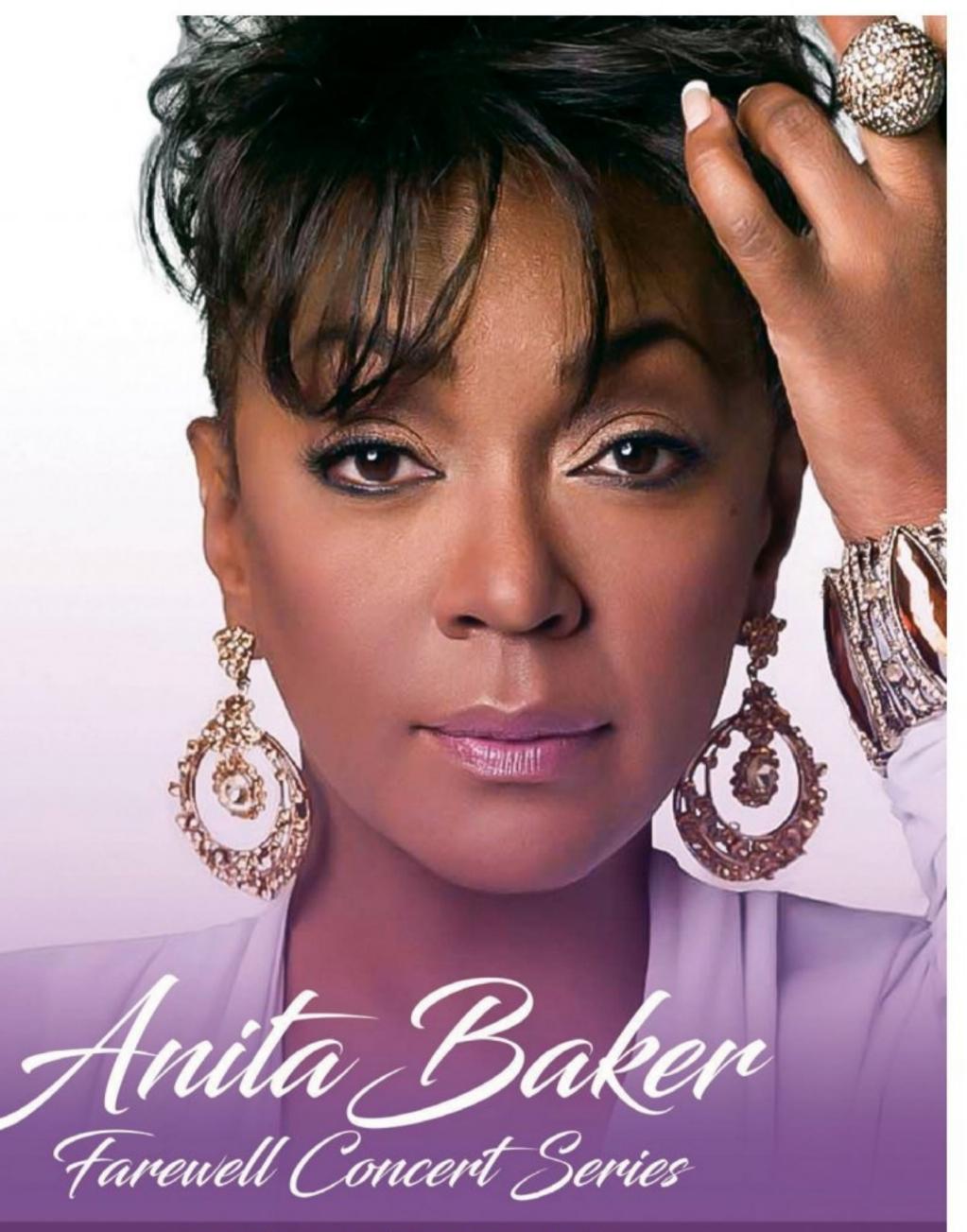
led by former National Institutes for Standards and Technology security expert Joshua Franklin concluded that the websites of nearly one-third of U.S. House candidates, Democrats and Republicans alike, are vulnerable to attacks. NIST is a U.S. Commerce Department laboratory that provides advice on technical issues, including cyber security. Using automated scans and test programs, the team identified multiple vulnerabilities, including problems with digital certificates used to verify secure connections with users, Franklin told Reuters ahead of the presentation.

STATS

SPACE FORCE

The Trump administration has directed the Pentagon to begin creating a Space Force, which will be a new branch of the U.S. Armed Forces dedicated to operations in outer space. Do you think this is a good idea or bad idea?





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Fun things to do this week

If you're looking for things to keep your week interesting, we've got you covered. From the return of hit musicals to movie nights at the ballpark, here are the best things to do in Boston. MATT JUUL





O.A.R.

The acclaimed indie rockers take over the Blue Hills Bank Pavilion this week, part of their "Just Like Paradise" tour. Joining O.A.R. will be special guests The New Respects and Matt Nathanson. Aug. 14, 6:30 p.m., Blue Hills Bank Pavilion, 290 Northern Ave., \$39+, livenation.com



"JURASSIC PARK" AT FENWAY PARK

Celebrate 25 years of Steven Spielberg's classic dino-mayhem flick at the home of the Red Sox this week. Fenway Park is hosting a special screening of the original "Jurassic Park" on Tuesday night. Fans will also get the chance to walk the warning track around the field before the movie starts. Aug. 14, 6:45 p.m., Fenway Park, 4 Jersey St., \$5-\$10, mlb.com/redsox/tickets/events/movie-night

BOSTON GROWN-UPS MUSEUM

You don't need to be a kid in order to enjoy all the wonders of the Boston Children's Museum this week. The museum is hosting an adults-only night on Wednesday, complete with munchies from Roxy's Grilled Cheese and cocktails by Bully Boy Distillers, plus even a few appearances by some cute baby animals. The festivities will also include jewelry making, 3D printing and more activities. Aug. 15, 6:30 p.m.-9:30 p.m., Boston Children's Museum, 308 Congress St., \$25, bostongrown-upsmuseum. eventbrite.com





HARPOON X-NIGHT

X-Night returns to Harpoon for its August installment Tuesday. The monthly event features special beers from the brewery's barrel pilot system. Guests will get the chance to try test batches and experimental brews that aren't available anywhere else. Aug. 14, 7:30 p.m.-9:30 p.m., Harpoon Brewery, 306 Northern Ave., \$20, harpoonbrewery.com



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How John David Washington landed the role of a lifetime in 'BlackkKlansman

The actor opens up about working with Spike Lee, Jordan Peele's involvement and more.



John David Washington was never actually of-

BOSTON

fered the part of Det. Ron Stallworth in "BlackkKlansman. Instead, Spike Lee, who previously directed his famous father, Denzel, in four movies, "just said, 'See you this summer," Washington recalls. "That is how I got the job."

Not that Washington would have turned Lee down. He immediately recognized the opportunity and importance of the film, which tells the true story of how an African American detective infiltrated the Ku Klux Klan, speaking over the phone with members, including then-Grand Wizard David Duke, while sending in an undercover white officer.

"The fact that Jordan Peele and Spike Lee are on this project with this particular subject matter it was a no-brainer to be a part of it," he says. "It couldn't have been in more responsible hands. This script, I don't think I would have wanted to be a part of it if it weren't for these men. I think they are the only men that can handle this subject matter and do it responsibly."

"It could have gone off the rails if you had tried to hit buttons or be too suggestive or preachy or overtly artistic," Washington adds. "They are great storytellers. They seem to have a passion for the process and the process of storytelling, which was appropriate for the subject matter. So I thank God he was involved in a major way."

Washington While didn't get to meet Peele, he waxed lyrical about every other detail of

"BlacKkKlansman's" production. First of all there was Lee, David Rabinowitz, Charlie Wachtel and Kevin Willmott's script, which Washington was "impressed by for many different reasons," but primarily because it "didn't try to manipulate the story."

"They didn't try to add things that would make it a more cinematic experience but would take away from the film and the story," he says. "Because it is a true story and is supported by facts and by people that are actually living, we had our foundation that was there."

Once he finally got in front of the camera, even Washington was surprised at just how inclusive the shooting process was, especially when it came to working with the legendary Lee.

"We were all on the same page here. What I learned from Spike is legend, because legend told me to trust myself. So when a hero tells you to do that, you do it," Washington says. "And I'm glad I did it because it all worked out for the best. It was the most freeing experience I have ever had and the most freeing performance and the loosest performance I have ever delivered."

"I have been wanting to deliver more loose performances, but I haven't been able to, because of the different types of direction," he adds. "But in this case, I was in, because a legend told me to do so."

"BlacKkKlansman" is now in theaters.

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What a negative customer experience can cost your business

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How actually listening to your customers can win their loyalty.



Do most businesses really believe in that age old saying "the customer is always right?" If not, they really should.

A study from
NewVoiceMedia found
that in 2017 American
companies lost \$62
billion to their competitors as a result of
poor customer service,
up from \$41 billion
in 2013. If you take
anything away from
that statistic, it's that
the overall customer
experience should be
the No. 1 priority.

Shaun Belding, CEO of workplace-performance-training company Belding Training, understands that this short sightedness has become a virus infecting businesses everywhere. In his new book — "The Journey to Wow" he outlines shows why complacency is the enemy and says that companies should act as if their lives depended on the level of attentiveness to their customers. Because it does.

"Customer experience has really become the single greatest driver in a company's success these days,"



Belding explains. "It creates loyalty. In such a competitive global world where everything is just a click away from a purchase. That kind of loyalty is really criti-

ye lo ru

A little goodwill goes a mighty long way

To provide a customer experience that will keep your customers coming back, companies need to put themselves in the shoes of their customers. And they must go the extra mile for them if they express dissatisfaction.

"Over the last 20 years, the concept of loyalty has been corrupted," says Belding, "When we hear of

loyalty, we think of things like loyalty points — you have your airline points or your hotel points. That's not loyalty, that's bribery."

Belding believes
that loyalty among
business and customers
should be reciprocal.
By having the point of
view that you have sold
something to a customer and however they
feel after that transaction is up to them can
cause much more of a
ripple effect now in the
digital age than it may

friends the average customer has, Belding and his company were able to determine that a person will tell an average of 338 friends about a terrible customer experience online.

This is vastly more

followers and Facebook

This is vastly more than a report by the White House Office of Consumer Affairs that showed that a dissatisfied customer will tell around nine to 15 people about their experience, while around 13% of dissastisfied customers will tell more than 20 people.

How do you create a great customer experience?

According to Belding, the key to creating a great customer experience is actually listening to your customers. You may think you have all of the answers or know how to solve your company's issues after poring over your financial data, but the customer is the one who is taking your product home.

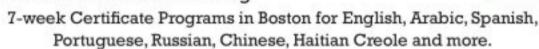
He suggests doing as many paid focus groups as possible to get real opinions face-to-face in order to know how to make the right positive changes from the ground up. After all, the customer IS always

right.

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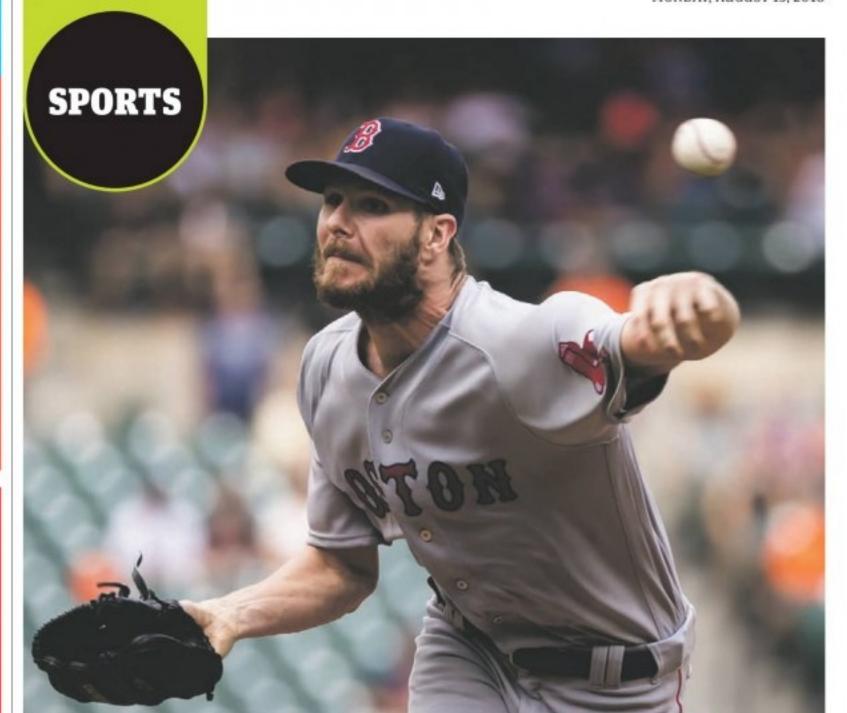
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Chris Sale gave up just one hit in his return from the disabled list Sunday in Baltimore.. GETTY IMAGES

Sale sensational in return off of DL

The rest for the Red Sox' ace paid off, - then some.

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MATT BURKE matthew.burke@metro.us

There is usually a caveat attached to describing Chris Sale.

"Best Red Sox pitcher SINCE Pedro Martinez."

"Best left-handed pitcher in baseball SINCE Randy Johnson."

The way things are going for the Red Sox ace this season though, he may soon prove to be incomparable.

Pitching a one-hitter against the Orioles Sunday in his return from a stint on the disabled list, Sale completed the greatest seven-game stretch in history by a Boston hurler. In his last seven games, Sale has a remarkable 0.20 ERA with just six walks and a whopping 79 strike outs.

"It was awesome. I was fired up to get back out there," Sale said of Sunday's 4-1 Red Sox win in Baltimore. "It's what I do. It's my job. I'm not a big fan of sitting on the sidelines."

August was around the time when Sale started to wear down last season, so the Sox were extra careful with him a couple weeks back when he had minimal shoulder inflammation. That time off may have been just what he needs to be 100 percent ahead of this year's postseason.

"The only thing I was really worried about [coming off the disabled list] was my command," Sale said. "But I felt

The Slate

The Red Sox have two days off this week, Monday and Thursday. They will face the Phillies for a quick two game series in Philly starting on Tuesday night.

Tuesday: Brian Johnson vs. Nick Pivetta

Wednesday: Rick Porcello vs. Vince Velasquez

normal. I felt strong. I only go out there once a week so to be on the DL is not fun."

Sales' command was hardly an issue Sunday against the O's. In fact he was pin-point. He threw 68 pitches total with 48 of them being strikes.

Bullpen issues

As great as Sale was, the Sox bullpen again had issues. Ryan Brasier had to bail out Tyler Thornburg as Thornburg allowed a hit and a pair of walks in relief of Sale.

Brasier got the Sox out of a huge jam in the sixth, striking out Trey Mancini on a 3-2 slider with the bases loaded.

Craig Kimbrel also had a relatively rough outing as he allowed a hit and a walk in the ninth before earning the save.

The Sox did get some positive results out of their pen in Baltimore this past weekend, however, as Drew Pomeranz looked good in his return to relief duty. He pitched three total innings between Friday and Saturday night and gave up just one hit while allowing zero runs.

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Here are three predictions on the season win totals offered by oddsmakers on every NFL team. Keep in mind that these lines are usually set optimistically, resulting in good opportunities on under wagers, especially if you can get better than even-money odds.

CARDINALS UNDER 5.5 WINS (+145)

Someone has to be last in the NFC West, and it looks like Arizona will fill that role in 2018. Bruce Arians was the glue holding the Cardinals together; now rookie head coach Steve Wilks (hired off just one year as a defensive coordinator in Carolina) will have to work with a depleted defense that saw Karlos Dansby, Justin Bethel, and Tyrann Mathieu jump ship in the offseason.

Josh Rosen could be an offensive center-



Kirk Cousins has the Vikings pointing in the right direction. GETTY IMAGES

piece for years to come, but he's not surrounded by many weapons outside of David Johnson, fresh off a season-killing wrist injury, and the aged Larry Fitzgerald. The Rams and 49ers will be tough divisional matchups for Arizona, who also have a brutal road schedule with dates against the Vikings, Chiefs, Chargers, Packers and Falcons. Place this bet now while the odds are still generous.

VIKINGS OVER 10 WINS (-125)

The Vikings addressed their most glaring need in a huge way when they inked Kirk Cousins to a three-year, \$84 million contract this offseason. He'll be throwing to the recently-extended Stefon Diggs and Adam Thielen, and he'll have

a full season (hopefully) from promising halfback Dalvin Cook.

The league's numberone defense from a year ago got stronger as they acquired in-the-trenches stalwart Sheldon Richardson in the offseason.

Ten wins seems like a pessimistic projection despite the degree of difficulty the NFC presents; the Vikings won 13 last year and got better in the offseason. As long as they can manage the land mines in the NFC North they should be an 11-win team or better.

GIANTS UNDER 7 WINS (+120)

The Giants had a chance to draft a successor to Eli Manning, and a good one at that, but they let Sam Darnold go to the hometown rival Jets. Instead, they re-committed to the

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37-year-old Manning and drafted Saquon Barkley to carry the ball out of the backfield. Even if Barkley is a generational talent, he can only do so much behind an offensive line that saw Justin Pugh and Weston Richburg leave town. Nate Solder was brought in to fill the void, but he's just one player in lieu of two.

The Giants defense continues to be a liability as well, and their division is a tough one with the Eagles, last year's Super Bowl champs, and the Cowboys as potential double-digit game winners. Don't expect New York to sniff seven wins this season as they face the eighth-toughest schedule by win percentage (.520) in the entire league.

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August 6, 2018, August 13, 2018 and August 20, 2018

CITATION ON PETITION FOR FORMAL ADJUDICATION

Docket No. SU92P0313

Commonwealth of Massachusetts The Trial Court **Probate and Family Court**

Estate of: Janet C. Russell Also known as: Mildred Janet Russell Date of Death: 11/02/1991

Suffolk Probate and Family Court 24 New Chardon Street, Boston, MA 02114 (617)788-8300

A Petition for S/A - Formal Probate of Will has been filed by George E. Gallagher, III of North Reading MA requesting that the Court enter a formal Decree and Order and for such other relief

IMPORTANT NOTICE

You have the right to obtain a copy of the Petition from the Petitioner or at the Court. You have a right to object to this proceeding. To do so, you or your attorney must file a written appearance and objection at this Court before: 10:00 a.m. on the return day of 09/10/2018.

This is NOT a hearing date, but a deadline by which you must file a written appearance and objection if you object to this proceeding. If you fail to file a timely written appearance and objection followed by an affidavit of objections within thirty (30) days of the return day, action may be taken without further notice to you.

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A Personal Representative appointed under the MUPC in an unsupervised administration is not required to file an inventory or annual accounts with the Court. Persons interested in the estate are entitled to notice regarding the administration directly from the Personal Representative and may petition the Court in any matter relating to the estate, including the distribution of assets and expenses of administration.

WITNESS, Hon. Brian J. Dunn, First Justice of this Court.

Date: July 30, 2018



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To satisfy the operator's storage lien, PS Drange Co. Inc. will sell at public lien sale on August 21, 2018, the personal property in the below-listed units, which may include but are not limited to: household and personal items, office and other equipment The public sale of these items will begin at 19500 AM and continue until all units are sold

PUBLIC STORAGE # 25833, 156 LINCOLN ST, BRIGHTON, MA 02135, (617) 245-4940 + TIME: 09:00 AM -Stout, Sharon; 1115 - Smith, Deborah; 1170 - Schein, Evan; 2001 - Czubinski, Stanley; 2012 - Dietrich, Xavier; 2114 - Woo, Rose; 2173 - Staton, Sonyx; 2289 - Horan, Sean; 2244 - Shaughnesy; Thomas; 3108 - Alaii, Ammar; 3144 - Connolly, Donna; 3207 - McLean, Michael; 3230 - Gall, Jonathan; 3275 - Yee, Robert; 4029 - Bennudas, Jibriallah; 4069 - Cobb, William; 418E - Riverz, Denise, 4281 - Pugh, Albert, 4264 - Tianqi, Yang; 4266 - Boox, Benerly; 4267 - Edomwonyi, Gillian PUBLIC STORAGE # 25835, 945 MOODY ST, WALTHAM, MA 02453, (781) 684-9795 • TIME: 09:00 AM 1646 - DMITROPOULOS, DESPINA: 1160 - Bowser, Luisa: 2028 - Keleher, Mary Lyle; 3012 - Chouhan, Animath; 3030 - Levin, Konstantin; 3036 - Cai, Tongwei; 3837 - Falvey, Katery; 3045 - Thompson, Sherese; 3056 - Fennell, Lynn; 3286 - gaudet, stacey; 4813 - Naigaga, Blessing; 4023 - Fremonte, Gina; 4030 - Engrassia, Noveen E.;

4068 - Penez Kadama, Camenelisz, 4132 - Green, Christopher PUBLIK STORAGE # 25838, 50 MIDOLESEX AME, SOMERVILLE, MA 02145, (617) 221-3487 • TIME: 09:90 AM 6 - Penta, Tany, 2012 - Porter, Douglar, 2062 - White, Gracie; 2064 - Penta, Tany, 2128 - White, Gracie; 2167 - Cook, Kimberl 2193 - White, Gracie: 3039 - Morgan, Gabriel: 4836 - Greer, Franklyn; 4660 - Holl, Megan; 4089 - Menjivar, Marta; 4141 - McCarthy Shaun; 5058 - Miuguna, Patrick; 5091 - Kalesnik, Gregory; 5132 - Savinon, Alexander; 5194 - Noll, William; 5202 - Berne, Marie PUBLIC STORAGE # 29173, 260 LEXINCTON STREET, WALTHAM, MA 02452, (781) 530-4646 * TIME: 09:00 AM 1005 - James, Kevin; 1087 - Yang, HoSil; 2153 - Whiteneck, Glen; 2156 - Juno Therapeutics Abbott, Kyle;

3202 - Lopatka, Marcia; 3207 - Lyon, Jeffrey PUBLIC STORAGE # 29181, 327 MYSTIC AVE, MEDPORD, MA 02153, (181) 365-9586 • TIME: 09:00 AM 1042 - Martin, Evan; 1060 - Hegarty, Terrance; 1081 - Camps, Cello; 2055 - Elmendorf, Mark; 2096 - North, Kyle; 2114 - Rinallo, Vincent; 2143 - Jahnson, Micheal; 2200 - Foran, James; 2207 - Orberty, Magan; 2229 - Lafata, Lomaine;

3100 - Clarke, John; 3281 - Clarke, Elizabeth PUBLIC STORAGE # 29187, 290 SOUTHAMPTON STREET, BOSTON, MA 02118, (617) 245-9074 * TIME: 09:00 AM 1025 - Burch, Sheilig 1041 - Kane, Dennis; 2033 - Thomas, Shanice; 2043 - Connelly, Christine; 2058 - Tshitenge, Esteli 2006 - Townsend, Reynel J. 2008 - Shelton, Danielle, 3056 - Hoover, Alfreda; 3056 - Green, Marion; 3109 - St Surin, Sasah 4005 - Myers, Kerry, 4035 - Harrington, Michelle, 4047 - Ruksnattis, Nancy, 4073 - Grubbs, Kenneth; 4105 - Hill, Walter; 4108 - Francis, Elaine: S801 - Long, David; 5086 - Long, David; 5008 - Miller, Achton; 5812 - Brathwaite, Joseph; 5052 - Alves, Jose, 5887 - Gills, Sonya; 5182 - Crayton, Shalimar; 5184 - Midhelly, Onristagher; 5129 - Pettawos, Nadia; 6845 - Rodriguez, Josie; 6056 - Fuller, Raymond; 6857 - Adams, Aju; 6870 - Fuentes, Evelyn; 6898 - Sneider, Marc

PUBLIC STORAGE # 27016, 800 RIVER STREET, HYDE PARK, MA 02(36, (617) 245-4955 * TIME: 09:00 AM A003 - Galvan, Ang. A011 - Hines, Richard; A013 - Allen, Monique; A032 - Estvick, Norma; A037 - Garay, Venus; A055 - McNeil, Inida 1057 - Hilliams, Yvenne, A064 - Brooks, Ellen, A068 - Osins, Nadine, A073 - Misarthy, Terance, A084 - Cannon, Edward, 8109 - Davis, Nation 8110 - Powis, Althor, 8123 - Brooks, Tiffony, 8131 - Ellison, Deniquae, 8132 - Heaghan, Estelle, 8145 - Cigny, Marie; 8146 - Grant, Jermoine; 8149 - Laurent, Linda; 8151 - Mickell, Iolida; 8153 - Remmings, Gerrick; 8155 - Simon, Laventure; 8169 - Heury, Markene; 8162 - Derisier; Nadia 8196 - Beasley, Maxxinse, 8196 - Sota, Eksaberhy 6300 - Saint Juste, Mario; 8008 - Braithweite, Jose 8239 - Chandler, Asia; C258 - Lefevre, Virginie, C361 - Benjamin, Cannellita; C269 - Rogen, Kelly, C272 - Paige, Janios; C278 - 880WHE, KENNETH L. CB1 - Hope, Allison; CB2 - Berry, Philippe; CB4 - Conely, Benesu; CB9 - Corton, Sharon; CB17 - Rodriquez, Sharnel; CB8 - Victors, Rob CI36 - Banyan, Tylerit, CI38 - Swain, Ella; CI41 - Swain, Ella; CI54 - Francis, Maureena; CI61 - Jehnson, Debra; CI36 - Santiago Sr., Angel; GT4 - Bostons, Leliz GS4 - Martin, Nicole; CS6 - Crandler, Dallar, C411 - Santiago, Angel, ADS3 - Tejeda, Jazmin; GS5 - Johnson, Brandon PUBLIC STORACE # 29184, 20 EAST STREET, WESTWOOD, MA 02090, (781) 214-7742 - TIME: 09:00 AM 1062 - Kurkjian, Kenneth; 1108 - Heman, Courtney; 1145 - Boazang, Steve; 1153 - Morgan, Dauglas; 2087 - Francis, Romaine; 2119 - Diaz, Van; 2156 - Bynd, Veda; 2174 - Blume, Eris; 2193 - Calista, Ogliv; 2199 - Dinsmore, Bonnie; 2263 - Maldonado, Irene;

2216 - Stal lings, Rhondiz, 2005 - Ravilonis, Marybeth; 3899 - Snyder, Richard; 3106 - Pena, Fraymer; 3125 - Aguarvinas, Waldo; 3161 - Snyder, Richard; 3196 - Bonfilio, Salvatore; 3221 - Botondo, Dominic; 3267 - Barthelems, Karine Public sale terms, rules, and regulations will be made available prior to the sale. All sales are subject to cancellation. We reserve the right to refuse any bid. Payment must be in cash or credit card no checks. Buyers must secure the units with their own personal locks. To claim tax-exempt status, original RESALE certificates for each space purchased is required. By PS D sengeco, Inc., 701 Western Avenue, Glendale, CA 91201. (818) 244-8080.

CITATION ON PETITION FOR FORMAL ADJUDICATION

Docket No. SU18P1590EA

Commonwealth of Massachusetts The Trial Court **Probate and Family Court**

Estate of: Ian Barrett McConnell Date of Death: 03/10/2018

Suffolk Probate and Family Court 24 New Chardon Street, Boston, MA 02114

(617) 788-8300

To all interested persons: A Petition for Formal Adjudication of Intestacy and Appointment of Personal Representative has been filed by Cheney L. Harper of Groton MA requesting that the Court enter a formal Decree and Order and for such other relief as requested in the Petition

The Petitioner requests that: Chemey L. Harper of Groton MA be appointed as Personal Representative(s) of said estate to serve on the bond in an unsupervised administration.

IMPORTANT NOTICE

You have the right to obtain a copy of the Petition from the Petitioner or at the Court. You have a right to object to this proceeding. To do so, you or your attorney must file a written appearance and objection at this Court before: 10:00 a.m. on the return day of 09/13/2018.

This is NOT a hearing date, but a deadline by which you must file a written appearance and objection if you object to this proceeding. If you fail to file a timely written appearance and objection followed by an affidavit of objections within thirty (30) days of the return day, action may be taken without further notice to you.

UNSUPERVISED ADMINISTRATION UNDER THE MASSACHUSETTS UNIFORM PROBATE CODE (MUPC)

A Personal Representative appointed under the MUPC in an unsupervised administration is not required to file an inventory or annual accounts with the Court. Persons interested in the estate are entitled to notice regarding the administration directly from the Personal Representative and may petition the Court in any matter relating to the estate, including the distribution of assets and expenses of administration.

WITNESS, Hon. Brian J. Dunn, First Justice of this Court.

Date: August 02, 2018

NOTICE OF PUBLIC SALE

Roslindale Self Storage wishing to avail themselves of the provision under the "Massachusetts Self-Service Storage Facility Act (§ 182)." hereby gives notice of sale under said act to wit; on August 20th 2018 online at storageauctions.net @ 2:00 pm on that day, will conduct a public sale to the highest bidder, for cash only, of the contents of spaces:

G512 Diana Lopez **Household Goods** T816 Gisvel Gonzalez **Household Goods** H609 Dr. Edward Williams Household Goods B118 Jolanda Smith Household Goods G524 Lavette Seals **Household Goods**

This sale is being made to satisfy the land-lords lien. The public is invited to attend. Sale is subject to adjournment. Reserve the right to cancel public sale.

TRUST CITATION

Docket No. SU394295

Commonwealth of Massachusetts The Trial Court Probate and Family Court

In the matter of: Lyneham Crocker

Suffolk Probate and Family Court 24 New Chardon Street, Boston, MA 02114 (617)788-8300

To all interested persons: A Petition has been filed by: Naomi T Dalessandro of Boston MA and Benjamin J Williams, Jr. of Boston MA, Naomi Dalessandro of Boston MA and Benjamin Williams, Jr. of Boston MA requesting APPROVE THE TRUSTEE RESIGNATION / APPOINT A SUCCESSOR TRUSTEE TO SERVE WITHOUT SURETIES ON THE BOND.

You have the right to obtain a copy of the Petition from the Petitioner or at the Court. You have a right to object to this proceeding. To do so, you or your attorney must file a written appearance and objection at this Court before 10.00 a.m. on 08/31/2018.

This is NOT a hearing date, but a deadline by which you must file a written appearance and objection if you object to this proceeding. If you fail to file a timely written appearance and objection followed by an Affidavit of Objections within thirty (30) days of the return date, action may be taken without further notice to you.

WITNESS, Hon. Brian J. Dunn, First Justice of this Court.

Date: July 25, 2018

NOTICE AND ORDER:

Petition for Resignation or Petition for Removal of Guardianship of a Minor

Docket No. SU15P0571GD

Commonwealth of Massachusetts The Trial Court **Probate and Family Court**

In the interests of Priscilla J Leon of Roxbury, MA

Minor Suffolk Probate and Family Court 24 New Chardon Street

Boston, MA 02114 NOTICE TO ALL INTERESTED PARTIES

- 1. Hearing Date/Time: A hearing on a Petition to Resign as Guardian of a Minor or Petition for Removal of Guardian of a Minor filed by Lizzet Baquerizo on 01/30/2018 will be held 08/14/2018 08:30 AM Review Hearing Located 24 New Chardon St. Boston, MA 02114
- 2. Response to Petition: You may respond by filing a written response to the Petition or by appearing in person at the hearing. If you choose to file a written response. you need to:

File the original with the Court; and

Mail a copy to all interested parties at least five (5) business days before

- 3. Counsel for the Minor: The minor (or an adult on behalf of the minor) has the right to request that counsel be appointed for the minor.
- 4. Presence of the Minor at Hearing: A minor over age 14 has the right to be present at any hearing, unless the Court finds that it is not in the minor's best interests.

Date: June 12, 2018



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- 1 Cambridge univ.
- 4 Remove the lid from
- 9 Hole-making tools
- 13 Japanese wrestling form
- 14 Boscs and Bartletts
- 15 Soft cheese
- 16 Dog food brand
- 17 Too lenient
- 19 "Gloria in excelsis !"
- 20 Slaphappy
- 21 Early guitars
- 22 Light bulb measures
- 24 Not _ long; only briefly
- 25 Put up cash in advance
- 27 Thingamajig
- 30 Rowed
- 31 Sleazebag
- 33 Anti's vote
- 35 Dermatologist's concern
- 36 Destroys 37 Lunch spot
- 38 "__ got the whole world
- in His hands..."
- 39 Very talkative
- 40 Beauty parlor
- 41 TV's "__ & Greg"

metro.us/crossword

- 43 Elbows
- 44 Touch lightly
- 45 Trigger or Mister Ed
- 46 Got up
- 49 Stockholm native
- 51 Fool
- 54 "Alice in __"
- 56 Near
- 57 Not up yet
- 58 Part of a pound 59 Like petits fours
- 60 Disarray
- 61 Cornered
- 62 Animal with hoofs

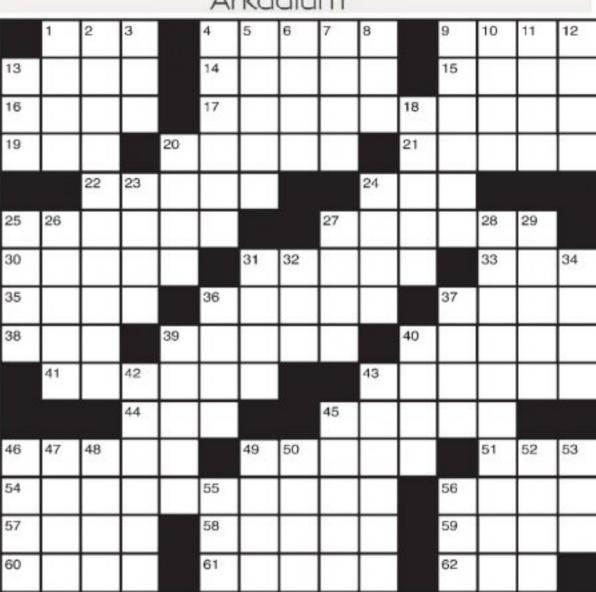
DOWN

- 1 Stubborn animal
- 2 Make poor
- 3 None _ soon; just in time
- 4 Conceited
- 5 Essentials
- 6 Ace or deuce
- 7 Military force
- 8 Fraternity letter
- 9 Ridiculous
- 10 Judge's order
- 11 Not taped
- 12 Observes
- 13 Melancholy

18 "__ John B"

- 20 Pleased
- 23 Unlock
- 24 Enemies 25 Luxurious
- 26 Gathered leaves
- 27 Declare untrue
- 28 Painkillers
- 29 Actor Willem
- 31 Havana's nation
- 32 1 of 24 in the human body
- 34 Strong urges
- 36 Freeway exit
- 37 Womanizers
- 39 A+ or C-40 Positive
- 42 Not getting along
- 43 Gave a silent assent
- 45 Therefore
- 46 Did the breaststroke
- 47 "_ or not to be..."
- 48 Singles
- 49 Unkind remark
- 50 Dwindle
- 52 Eras
- 53 Advanced deg.
- 55 Decay
- 56 Peeples or Long

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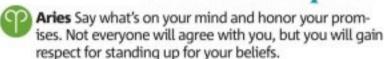
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PLAY ANYTIME, ANYWHERE





metro.us/horoscopes



Taurus Just because you want to make some changes doesn't mean that others should follow suit. Do your own thing and allow everyone the freedom to do as they please.

Gemini You have the right idea, but you may not have the support you are looking for. Expect to face emotional setbacks due to someone else's interference.

Cancer Look at the possibilities and consider how to utilize your skills, improve your position and persuade others to jump on board. There is plenty to gain if you make the right move.

Leo Look at what you've accomplished and what's left to do. Personal improvements, discipline and hard work will impress family and friends.

Virgo You need a break. Try something different or visit a place you've never been before. Changing things up will give you a new perspective on what's possible.

Libra Surround yourself with positive people. You need encouragement, not criticism, to help you reach your goal. Personal improvements will boost your morale. Help those who help you.

Scorpio Words alone cannot help you get things done. Make a move and work hard until you have taken care of business and earned the right to enjoy the fruits of your labor.

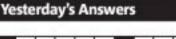
Sagittarius An emotional situation should be taken seriously. Decipher what's being implied before you respond to someone. Having your facts straight will help you avoid emotional distress.

Capricorn You'll learn quickly if you attend a lecture or listen to an expert. Knowledge is power, and assessing situations and applying what you know will help you make better choices.

Aquarius Handle partnership matters openly and honestly. If you or someone else has a problem, address issues head-on and prepare to make positive changes that will get things back on track.

Pisces Express your feelings by taking action and doing what's right. Make a difference to someone you care about by offering physical help. Don't lend or borrow cash or possessions. EUGENIALAST

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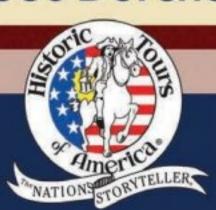
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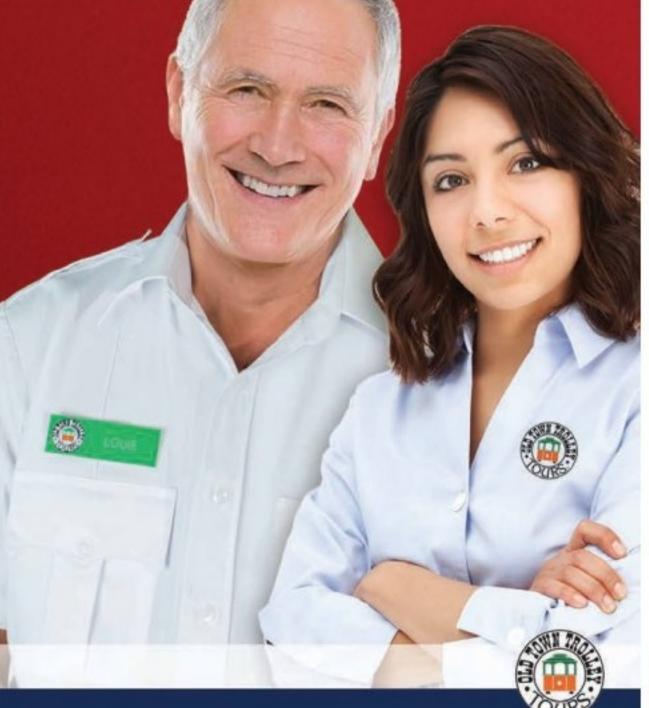
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